

TIM PLASKA

DEPARTMENT OF  
PUBLIC HEALTH AND HUMAN SERVICES



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Developmental Disabilities Program

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Date: February 6, 2006

To: Ellen Condon, Director Montana Works  
Timm Vogelsburg, Rural Institute

From: Paula Miskuly-Tripp, Quality Improvement Specialist,  
Developmental Disabilities Program (DDP)

Subject: Quality Assurance Review FY '06

Please find attached the Quality Assurance Report for Montana Works. The review was completed in December 2005 and covered the period October 2004 through and including December 2005. I apologize for the delay in completing the written report as I was on extended leave due to a scheduled surgery.

It continues to be my pleasure to work with Susanne in the Hamilton office. Her continued dedication to the consumers is admirable, and her success with vocational placements is commendable.

There were no deficiencies noted during this review. As we discussed, I will need to meet with Ellen and Susanne regarding the DDP Incident Management Policy. For more specific information, refer to the Incident Management section of the attached report. Please feel free to contact me at 329-5418, if you have any questions or comments.

Ellen was appointed as the Director in September 2005. The DDP has worked with Ellen in the past and is excited for the knowledge and skills she will bring to the agency.

## **Scope of Review**

Montana Works provides community employment services to three individuals in the Bitterroot Valley. All services provided are funded through the Medicaid Home and Community Based Waiver. Montana Works has been contracting with the Developmental Disabilities Program (DDP) to provide vocational services since FY '03.

## **General Areas**

### **A. Administrative**

Montana Works was granted a three-year carf accreditation in August 2005. While the DDP no longer requires national accreditation, the agency maintains carf accreditation in order to access Vocational Rehabilitation (VR) funding. Montana Works does not operate group homes or other services that require Licensing by the Department of Public Health and Human Services.

This year a three-year grant for a Youth Corps Project was funded with the Rural Institute. This is a three-year grant and will be utilized to expand work experiences opportunities in the Bitterroot Valley. The staff are hopeful that it will lead to more students choosing Montana Works as their service provider when they leave the school system.

Montana Works is not required to participate in an A-133 audit as part of their contract. Staff maintain excellent documentation and progress notes in order to ensure accurate billing for services. There have been no issues noted in the area of invoices or the required Annual Expenditure Report (AER).

Montana Works has added an Employer Satisfaction to the preparation for a consumer's annual IP. This is an exceptional addition.

## **Specific Service Reviewed**

### **A. Residential**

N/A

### **B. Work / Day / Community Employment**

N/A

### **C. Community Supports**

## **Accomplishments**

Some highlights of the consumer's employment include: one individual has had stable employment for 2 ½ years; another recently was able to give 2 weeks notice as he found a job more suitable to his interests and skills; the third has been stable at his job for over 1 ½ years and his supervisor is considering a raise! These are worthy accomplishments when considered with typical statistics for community employment for individuals with developmental disabilities.

There were no noted programmatic deficiencies during this review. During the FY '05 review, Montana Works was required to revamp their Orientation curriculum to ensure that all required topics were covered. This was completed, and the new Orientation Packet was reviewed with the DDP requirements. This finding is closed.

#### **i. HEALTH and SAFETY**

Due to the nature of the service, Montana Works staff do not assist with medications. There are no "sites" other than community employers, who need to meet State and Local safety requirements. Montana Works does not provide transportation services.

#### **ii. SERVICE PLANNING AND DELIVERY**

As described above in the accomplishments section, the consumers who work with Montana Works have been very successful at their work sites. The salaries for all consumers are at or above minimum wage. Consumer Individual Plans and Quarterly Status reports are complete and thorough.

In cases where Montana Works provides employment services and the individual also accesses residential supports with Ravalli Services, Montana Works staff has worked to ensure communication between service providers is open and that the individuals' health needs are met.

Though Montana Works does not provide leisure/recreational services, one of the consumers has chosen to expand his experiences and has been involved with volunteering at the Chantilly Theatre in Stevensville. Montana Works assisted in securing this volunteer placement and will soon be phasing out on-site supervision.

As noted in the previous Quality Assurance report (FY '05), Montana Works staff provide exemplary individualized services. They uphold the ideals of dignity, respect, and individual choice. All interactions are driven by these ideals and this is evidenced by the success and satisfaction the consumers display.

#### **iii. STAFFING**

Since the last review there has been no turnover in direct service staff. ~ continued tenure has been of great assistance to continuity of services. She worked closely with the previous Director to update the Orientation Curriculum, and has a good rapport with the consumers and case managers. She has completed the Staff Survey in the past without exception. Her demonstrated performance is consistent with Mandatory Reporting, incident Reporting, and Emotionally Responsible Caregiving.

#### **iv. INCIDENT MANAGEMENT**

There have been no concerns with Incident Management. Due to the nature of employment-only services and the status of the consumer's long-term stability at their jobs, occurrence of incidents would be uncommon.

Susanne is diligent about communication with the Adult Protective Services staff, case management staff, and the DDP staff. In cases where questionable circumstances

arise, she will call any/all of the above to ensure the consumer's safety. There have been no critical or reportable incidents during the period of this review.

**D. Transportation**

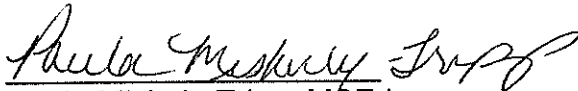
N/A

**E. Case Management**

N/A

**CONCLUSION**

Montana Works provides exemplary employment services. As noted in previous reviews, the DDP is hopeful they will expand their services. There are no open findings with this review or previous reviews.



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Developmental Disabilities Program

Cc: Susanne Miekke, Montana Works  
Ted Spas, DDP Regional Manager (Missoula)  
Tim Plaska, DDP Community Services Bureau Chief (Helena)  
John Zeeck, DDP Quality Assurance Specialist (Helena)